



FAQs

What area do we cover

For a full turn key service (footing to finish) we cover, Essex, Suffolk, Hertfordshire, Cambridgeshire, Norfolk, we can supply and deliver Oak frame components to most areas of the UK.

Do we offer a planning service

We do, we can provide a full application package that includes drawings and accompanying statements sent to your local authority. Please let us know if you require this service and we can cost accordingly.

Do you have designs I can choose from

Most of our builds are bespoke, we can tailor sizes to suit the space available. Our galley and on line brochure shows various size builds from Cartlodges (single storey & 2 storey options) garden rooms, pergolas, porches, swimming pools and houses, anything Oak related!

Can I get an idea of what my finished project will look like

Yes, as part of the Cartlodge Package, once we have received a deposit we will provide you with 3 drawings a Coloured 2D sketch, elevation drawings and ground scheme drawings that will all be approved by you the customer prior any manufacturing taking place.

Is your quote fixed

Prior any quotations sent we will first supply an estimate cost via email, should these fall within your budget/guidelines we can proceed with a site visit.

After our site visit and consultation, gaining insight into what you are hoping to achieve and what you would like included, our quotes will be detailed and designed for your project. This is fixed and payment schedules are attached to be paid at various stages of the project.

What happened if we want to add extra jobs/features as the project develops

Any extra work to contract can be discussed and priced for, agreed by yourselves in writing prior extra work commencing.

What happens if the project overruns

We do our utmost to keep the project flowing as smoothly as possible, there will always be elements beyond our control i.e. material lead times, weather, transport. Please do rest assured communication in our eyes is key, should there be time restraints you will be advised accordingly and a solution will be determined.

Do you need power on site

Yes please, we will require power and water supply. However we can arrange power and water fees may be applicable.

What access will you need to site

Depending on your location, we ideally need access for various size trucks, delivery lorries and plant machinery. If the project is at the rear of the property and access is restricted prices will reflect the workloads this will incur.

How do you protect my flowerbeds & lawns

The Cartlodge Company will endeavour to protect existing surfaces with the use of wooden boards & plastic matting, along with care in our daily working practice. However, arrangement can be made to put in place protection of existing surfaces, over and above our basic cover, at a negotiated additional cost. Should damage be caused by ourselves we will reinstate and make good where applicable.

Do you demolish existing buildings

Yes, we are a licenced waste carrier and can remove all associated waste from site, including asbestos ready for your new building.

How will you know what foundations I will require

Your building is only as good as its foundations, so it's an important part of the project to get right! Subject to your ground conditions (which are determined by taking soil samples to determine the level of sand and clay- this is a chargeable service) unless you already have planning in which case building regulations will let you know what groundwork scheme will be required. Conventional strip foundations, raft foundations, piling foundations, pad foundations. Please see link below explaining the difference in more detail.

https://www.designingbuildings.co.uk/wiki/Building_foundations

What are my options with Cladding/weatherboard

We can provide Oak cladding, softwood cladding & composite boarding. Should you want these in colour costs can be provided (which will be determined at a site visit and included on our detailed quotation)

when will my project start.

Once we have completed site visits with you and provided a detailed quotation that you are happy to accept, a deposit payment is made. We then have a lead time of 10-12 weeks for the frame to be manufactured. Generally prior this time or close to these time frames (weather being the biggest factor for start dates) we will start your foundations so the flow of work can continue with the frame install, followed by erecting scaffolding and tiling, joinery can then be fitted leaving you with a water tight structure. Stage payments are stated on your quotation throughout the build.

How long does the build take

This will, of course depend on the size of the building but to give you an idea, once footings have begun we would anticipate for a 2 bay single storey Cartlodge around 3-4 weeks.

Am I able to see some finished projects

Yes, all of our customers would not hesitate to show you their buildings and give you their opinion of working with The Cartlodge Company, they are our best form of advertising. We will do our best to find projects local to you and arrange for this to occur.

Do you have any references or reviews

Yes, all of our customers would not hesitate to talk to you, our reviews can be found on our website and on google.

Do you have liability insurance cover

Yes, we are covered for public liability, product liability & employers liability please do let us know if you would like a copy and we will happily email this to you.

What warranty do you provide on your structures

The Cartlodge Company Limited warrants to the client that the materials should be free from defects for a period of 5 years from completion of build. A warranty is only provided if full and final payment is received. The Cartlodge Company Limited agrees to remove and replace any defective components of the oak frame. However, this does not cover natural shrinkage and cracks in green oak over time as these are not defects and are to be expected. This liability does also not include swelling of the joinery.

Please feel free to contact us on 01787 224630 or email us at info@thecartlodgecompany.co.uk with any further questions.

Regards

All at The Cartlodge Company